

CHILD SUPPORT ENFORCEMENT OFFICER

DEFINITION: Under general supervision, performs work of moderate difficulty in locating absent parents and provides for the enforcement of child support payments; maintains independent caseload according to tribal laws and procedures; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Interviews clients, custodial and non-custodial parents seeking assistance in receiving and collecting child support from missing and/or delinquent parents; assists applicants in completing child support enforcement application forms; reviews application and information submitted by custodial parents; researches information including payment records provided by clients.

Communicates with state and federal child support agencies in obtaining information and pursuing enforcement action; maintains database with new and revised information; prepares child support worksheet and correspondence in the establishment of child support obligations and/or paternity.

Gathers and investigates information regarding the location of absent parent(s); locates and interviews absent parent(s) to determine their ability to support dependent(s); schedules genetic testing and reviews testing results with clients; negotiates support agreements; prepares documents for acknowledgement of paternity.

Maintains contact with community resources and local courts; locates resources; prepares data and legal document for hearing officer; prepares case management reports; reports delinquent cases to various agencies; works with courts, local, state and federal agencies and other jurisdictions to exchange child support information.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and tribal laws and regulations in regards to child support.

Knowledge of interviewing techniques.

Knowledge of child support computations.

Skill in interpreting court orders and decisions.

Skill in basic mathematical computations and record keeping.

Skill in working with computers and applicable software applications.

Skill in applying judgment in the release of and safeguarding confidential information.

Skill in establishing and maintaining effective working relationships.

Skill in verbal and written communication.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary work in an office environment. Exposure to threat of physical harm can occur.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and three (3) years of experience in investigating claims, collection of debts or related work.

THE NAVAJO NATION

Class Code: 2170
Legal Services Series
Child Support Enforcement Group
Overtime Code: Non-Exempt
Pay Grade: 60

CHILD SUPPORT ENFORCEMENT OFFICER

PREFERRED QUALIFICATIONS:

- College credits in Human Services, Social Science or related field.
- Legal Assistant training or certification.
- Case management or related training.
- Proficiency in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- Possess a valid state driver's license.

Supplemental Requirements:

Incumbent must obtain a Navajo Nation Vehicle Operator's Permit within 90 days of date of hire.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.